GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:771
ANSWERED ON:26.02.2001
MISHANDLING OF BAGGAGE
PRABHAT KUMAR SAMANTARAY

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government are aware of the increasing incidents of the mishandling of baggage which are either misssing or arrive late causing hardship to passenger of Indian Airlines and Air India; and

(b) if so, the details of steps taken to avoid such incidents and ensure the timely and safe delivery of baggages to the respective passengers?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)
(a) and (b) :- Yes, Sir. Nearly all airlines including Air India have computerised their baggage tracing system, which has resulted in faster and more accurate tracing of missing bags. Airlines have also their procedures with respect to compensating passengers for delayed delivery and loss of baggage.